

Allscripts Healthcare Solutions

Engineered Field Services Powered By DecisionOne

In today's healthcare environment the loss of your clinical software system and the hardware on which it runs greatly impacts your ability to delivery patient care. Protect your technology infrastructure's uptime with a multi-vendor (MVS) Hardware Maintenance Service plan from DecisionOne.

As an Allscripts partner, we help healthcare clients:

- Reduce annual hardware maintenance support costs by 15-20%
- Increase uptime and enhance staff productivity
- Improve technology support and delivery of patient care

One Provider, One Team

Regardless of the OEM platform, DecisionOne is the single point of contact to support your hardware needs. Our rapid response and resolution ensures high service levels, cost control and confidentiality.

Experts You Can Count On

DecisionOne provides a complete and holistic solution. We ensure your equipment is restored and tested thoroughly to a pre-failure state, including reloading the Allscripts application and database, unlike other IT vendors who simply replace hardware and leave. Our 1,700 DecisionOne field technicians across the U.S. and Canada are committed to providing clients with superior support.

Value and Service Unmatched in the Industry

DecisionOne's proven methodology for service implementation reduces your risk of change, eases transition, and improves patient care and workforce productivity.

Services Provided

- Site Consultation/Assessments
- Wireless Network Installation/Support
- Network Infrastructure Support
- Deployments/Installations/Upgrades
- Hardware Maintenance Services
- Operating System Upgrades
- Firewall Support
- Data Back-Up Solutions



Features include:

- World Class Support
- Trusted Onsite Experts
- Unsurpassed Value and Support
- Structured Engagement Model
- Increased Uptime
- Reduced Operating Costs

Ensure Confidentiality With Certified Technicians

Our Healthcare Certified Technicians (HCTs) provide optimal service levels and confidentiality. In addition to extensive technical credentials, their healthcare credentials include:

- HIPAA training
- EHR application awareness
- Training for OSHA Bloodborne Pathogen standards
- Periodic drug testing
- Background checks.
- Hepatitis B vaccine series inoculations
- HAZMAT and Material Safety Data Sheets (MSDS) protocol training
- Supplemental clearances

For more information contact us at
healthcare@decisionone.com or 610-296-2985.

DATA CENTER AND HIGH AVAILABILITY EQUIPMENT

Mainframes

IBM eServers, CMOS-E9000, zSeries including z9 and z10

Unix/Midrange Systems

IBM eServers (pSeries: RS6000, p600/p500; iSeries: AS400, i800 and i500)

* Sun Enterprise Servers

Sun EOSL Enterprise, HPC, Netra
HP 9000/3000 Servers (all models)

Compaq (DEC) Alpha Servers

Compaq (DEC) VAX and PDP Systems

Windows NT/200x/Linux Servers

HP/Compaq

Dell PowerEdge (6400-series, 8450)

IBM eServers (all xSeries)

Data Networks

CISCO - SMARTnet and all products

Adapters, Bridges, Concentrators, Hubs,

Routers, Switches, Wireless LANs

Storage Systems

IBM Tape Drives and Libraries

IBM 3494 VTS/B- and 3584-series

IBM DASD (2105, 2107, DS8xxx)

IBM ESCON and SAN Directors

Brocade, McData, INRANGE Switches

HP StorageWorks Systems

EMC Symmetrix, DMX, Clariion, Harmonics

StorageTek Tapes and Libraries

*Hitachi Data Systems

Network Appliance

*3PAR InServ Storage Servers

*Compellent, * Overland, *Pillar Data,

*Data Direct Networks, *Bustech,

* Quantum, * ADIC,

* Tandberg Data/Exabyte

COM - Computer Output to Micrographics

Data Center/High-Volume Print Systems

IBM Mainframe/Midrange Production

Printers (4234, 5224, 5225, etc.)

IBM Production Printers: Lasers (3835, 3900,

3935, 4000, etc.); Impact (4245, 4248,

6262, 6400, 6500, etc.)

Roll System feeders/rewinders

Generic IBM, HP, and Talley Genicom Laser and Impact Printers

Okidata, STK, Xerox, * Ricoh Printers

Operating Systems

s/390 OS MVS/VM/VSE

z/OS

OS400 (AS400 iSeries Servers)

AIX (RS6000 pSeries Servers)

Tru64 UNIX

VMS

HP-UX

EOSL Solaris

Linux

Microsoft NT, 2003 Server, etc.

NCR MPRAS

Tandem Guardian

** DecisionOne supports these products directly through the OEM*

DESKTOP AND NETWORKING EQUIPMENT

Desktops/Laptops/Servers

Acer, Alienware, Apple, Dell, E-Machines, Fujitsu, Gateway, HP/Compaq, IBM, Lenovo, Medion, Micron, Northgate, Panasonic, Sharp, Sony, Toshiba

Printers

Brother, Canon, HP/Compaq, Epson, Fujitsu, IBM, Lexmark, Minolta, Okidata, Olympus, Panasonic, Samsung, Sony, Xerox

Scanners

Epson, HP, Lexmark, UMAX

Monitors

Acer, AOC, BenQ, CTX, Dell, E-Machines, Envision, Gateway, HP/Compaq, IBM, KDS, Logisys, MAG, Medion, Micron, NEC, Northgate, Philips, Proview, Samsung, Sony, Toshiba

Operating Systems

Microsoft Windows XP, 200x, NT, Vista

Linux

Mac OS

Networking

Belkin, D-Link, Linksys, NETGEAR, IP PBX, IP Phones, Switches, Gateways, and Routers
VPNs and Firewalls

Software

Desktop Publishing
Database
Graphics
Office Suites
Utilities
Internet Browsers
Spreadsheets

SPECIALTY EQUIPMENT

Point of Sale and Peripheral Equipment
Signature Capture/Card Readers/Pin Pads
Flat Panel/Digital Signage
Touch Screens/Monitors
Uninterrupted Power Supply (UPS)

Healthcare Specialty Equipment

Mobile Workstations
Thermal Laser Printers
Handheld and Biometric Scanners
Tablet PCs

Order Confirmation Systems

Order Entry Systems, RFID, Library Systems, Electronic Voting Systems

Kiosks

Ticketing and Self Checkout, Digital Photography, Sony Picture Station

Airlines Specialty Equipment

High-End Printing and Graphics Systems

Epson Stylus Pro Wide Format Printers
3M Commercial Graphics ScotchPrint Printers
Cadmic
Fuji Film Pictography Photo Printers
Fuji Film Frontier Digital Minilabs
Kip Printers and Folders
Kodak Polychrome MatchPrint Digital Proofers and Laminators
Microbox
Xante Laser Printers
Fuji and Aladdin Pictography Equipme nt
CAD Printers